

# Mass Workforce Issuance

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Policy  Information

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**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** February 8, 2018

**Subject:** **FEMA Appeals Process**

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**Purpose:** To notify Local Workforce Development Boards, One-Stop Career Center Operators and other workforce partners of the Federal Emergency Management Agency (FEMA's) appeals process if a request for disaster assistance has been denied.

**Background:** If an individual receives a letter from FEMA stating ineligibility for disaster assistance, it does not necessarily mean the case is closed. The letter tells how to appeal the decision and what additional information needs to be provided to FEMA, in order for the case to be reviewed again. It is important to note that survivors must submit an appeal within **60 days** of the date on the determination letter they received. When survivors apply for individual disaster assistance through FEMA, their needs are assessed based on a number of factors, including eligibility requirements laid out under federal law. Sometimes people do not qualify for financial help right away. *These letters are the start of a conversation* between an individual and FEMA, not the end.

The letter should be read carefully. FEMA may only need to be provided additional information. An appeal should include new or missing information, documents and damage repair estimates that support the appeal request.

It is important to date the appeal letter and mail it to the following address:  
FEMA - Appeals Officer  
National Processing Service Center  
P.O. Box 10055  
Hyattsville, MD 20782-7055

Appeals may also be faxed to: 1-800-827-8112.

Individuals can also call the helpline at **800-621-FEMA (3362)** or **TTY 800-462-7585** or [visit a Disaster Recovery Center](#), to talk with someone about their particular situation. Either way, you can get more information about what to do next and give FEMA information that might change the determination about the status.

**Attachments:** A. FEMA FAQ – Appeals Process English  
B. FEMA FAQ – Appeals Process Spanish